

Third Party Administrator – Performance Report January 2012

Agenda Item 8.c.
02/15/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	98.7%	13,132 of 13,301 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	13,301 of 13,301 total claims
Financial accuracy of claims paid.	99%	99.1%	\$134,057.90 of \$135,242.80 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.7%	797 of 799 claims audited
Procedural accuracy rate for processing of claims.	97%	99.9%	798 of 799 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	35 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	1 appeal, 0 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	93.5%	4,633 of 4,955 calls answered in 30 seconds; avg. of 15 seconds
Subscriber issues resolved within the same business day.	90%	96%	3,285 of 3,422 issue calls
Maximum call abandonment rate.	5%	1.0%	53 of 4,955 calls
Maximum line busy rate.	3%	0%	0 busy out of 4,955 calls
Voicemails answered within two business days.	90%	100%	14 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	91.3%	4,483 of 4,911 calls answered in 30 seconds; avg. of 19 seconds
Provider issues resolved within the same business day.	90%	97.1%	4,886 of 5,031 issue calls
Maximum call abandonment rate.	5%	0.5%	27 of 4,782 calls
Maximum line busy rate.	3%	0%	0 of 4,782 calls
Voicemails answered within two business days.	90%	100%	11 voicemails
Provider appeals resolved within 30 calendar days.	95%	N/A	0 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	743 of 743 ID cards; average of 1.6 days
ID card accuracy.	100%	100%	743 of 743 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	743 of 743 packets; average of 1.6 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	N/A	0 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests